120 - PUBLIC LIBRARY

Operational Summary

Mission:

To provide a framework for the delivery of relevant resources meeting the educational, cultural, civic, business and life-long learning needs for residents of all ages of member communities through a network of locally focused libraries in which knowledgeable, service-oriented staff members offer access to information, books and other materials in a variety of formats utilizing contemporary technology and which encourage and foster reciprocal community involvement to educate, inform and enrich the lives of a diverse population.

At a Glance:

Total FY 2000-2001 Actual Expenditure + Encumbrance:	25,773,583
Total Final FY 2001-2002 Budget:	30,011,886
Percent of County General Fund:	N/A
Total Employees:	397.00

Strategic Goals:

■ Develop programs and services for adults, children and new readers which meet and anticipate their goals.

■ Maintain technological currency with the needs and capabilities of library users.

■ Provide library service from functional, safe and attractive facilities.

■ Maximize cost effective access to all library resources for all library users.

■ Increase the efficiency and productivity of internal departmental operations to maximize the availability of resources for public services.

Key Outcome Measures:

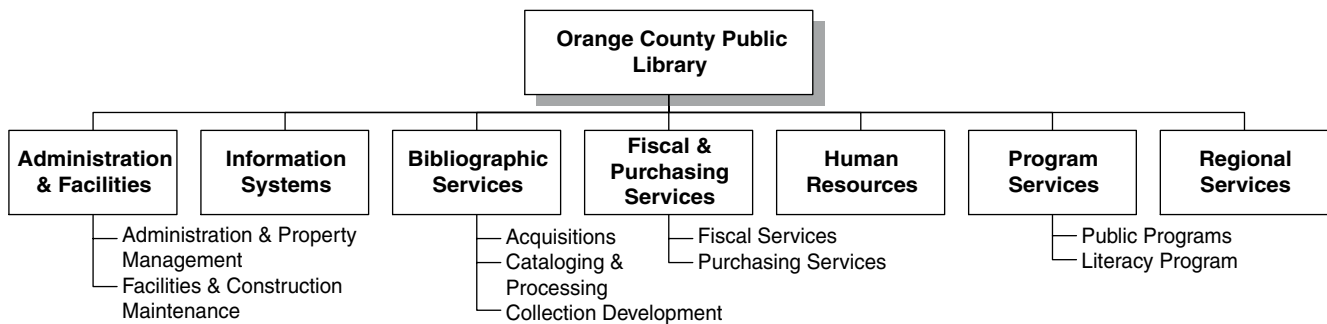| Performance Measure	FY 2000-2001 Results	FY 2001-2002 Target	How are we doing?
CUSTOMER UTILIZATION OF LIBRARY SERVICES **What:** Measures amount of use by the public of library products and services. **Why:** Identifies quantity of delivered services.	6,037,146 items borrowed (+1.1%), 95,128 children attended programs (+13%)	Increase items borrowed by 2%; childrens' attendance by 5%	Both measures are increasing. Goals are likely to be exceeded.
PROGRESS IN CONSTRUCTING LIBRARY FACILITIES ON SCHEDULE AND WITHIN BUDGET. **What:** Measures our ability to complete construction plans. **Why:** Growing population requires increased library infrastructure.	Foothill Ranch design complete; Wheeler branch architect selected.	Complete 75% of Foothill construction; complete Wheeler design.	Both projects proceeding on schedule.
EFFECTIVENESS OF UTILIZING NEW TECHNOLOGY TO PROVIDE PUBLIC SERVICES **What:** Measures customer use of new technology to receive service products. **Why:** Identifies return on technology investment.	173,000 hours of internet access provided to the public.	Increase internet use total hours by 5%.	Measure is increasing.

Key Outcome Measures: (Continued)

Performance Measure	FY 2000-2001 Results	FY 2001-2002 Target	How are we doing?
COST PER TRANSACTION **What:** Measures our ability to maximize effectiveness utilizing benchmark services. **Why:** Identifies overall departmental productivity.	$2.95 (-1.7%)	Maintain level cost.	Trends indicate objective will be met.

Fiscal Year 2000-01 Key Project Accomplishments:

■ Increase of 2% in number of items borrowed from libraries, for an all time record of over 6 million items.

■ Completed installation of public access Internet terminals, resulting in an increase of 500% in Internet use hours to 344,000 annually.

■ Implemented remote user Internet access via OCPL website to information databases, including indexed, full text periodical and reference book articles.

Organizational Summary

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                          Orange County Public
                                Library
   ┌──────────┬──────────┬──────────┬──────────┬──────────┬──────────┐
Administration  Information  Bibliographic  Fiscal &    Human      Program    Regional
& Facilities    Systems      Services       Purchasing  Resources  Services   Services
                                            Services
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- Administration & Property Management
- Facilities & Construction Maintenance

- Acquisitions
- Cataloging & Processing
- Collection Development

- Fiscal Services
- Purchasing Services

- Public Programs
- Literacy Program

ADMINISTRATION & FACILITIES - Manages maintenance and construction of all library facilities, real estate functions, overall administrative coordination, delivery service, warehouse operations, and support for the Library Advisory Board.

INFORMATION SYSTEMS - Provides support, planning and management of all library computer systems including internal operations network, interfaces with other County systems, circulation and other internal mainframe functions, patron access catalog and remote access databases, public and staff internet access, and library web site.

BIBLIOGRAPHIC SERVICES - Manages evaluation and selection of books, databases, periodicals and all other library materials, orders and receives all new materials, catalogs and processes new materials for use in libraries and repairs damaged materials.

PURCHASING & FISCAL SVCS - Manages the overall financial operations of the Library, including the budget, purchasing, developer agreement management, operational allocation process, payroll and accounts payable.
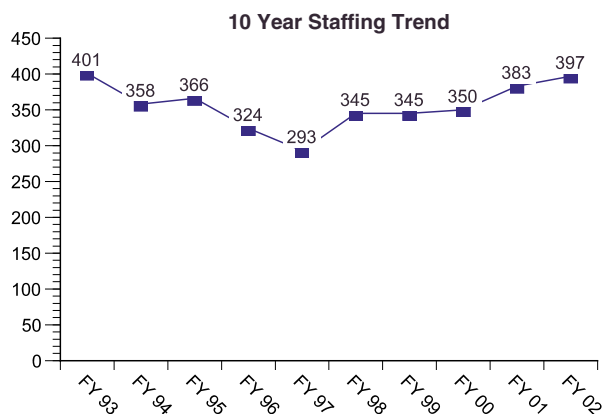
HUMAN RESOURCES - Manages all personnel and HR functions including recruitments, Performance Incentive Program coordination, staff training, disciplinary actions and departmental Labor Management Committee.

PROGRAM SERVICES - Provides coordination of Childrens' Services program systemwide, public relations, Orangewood Childrens' Home Library, Adult Literacy program and Adult Services planning.

REGIONAL SERVICES - Manages operations of 27 branch libraries, public services provided in libraries, and coordination of construction/renovation projects.

COUNTY LIBRARIAN - Provides overall management of department and serves as staff to Library Advisory Board.

Ten Year Staffing Trend:

10 Year Staffing Trend

Data points: FY 93: 401, FY 94: 358, FY 95: 366, FY 96: 324, FY 97: 293, FY 98: 345, FY 99: 345, FY 00: 350, FY 01: 383, FY 02: 397

Ten Year Staffing Trend Highlights:

- Staffing generally decreased until FY 97-98 because of the loss of funds due to the ERAF shift. Staffing has expanded starting in FY 97-98 with the addition of more days per week of public service at all branch libraries, with the assumption of the decentralized functions of Human Resources, Purchasing, Facilities maintenance and construction, increased materials budgets and the addition of a new library in Aliso Viejo.

Budget Summary

Plan for Support of the County's Strategic Priorities:

The Orange County Public Library will continue to work with the Library Advisory Board to provide and develop services responsive to the communities we serve. Staff will continue to implement and refine the organizational measurement program (ROG) and the employee pay for performance program (PIP). In line with the Strategic Plan, the Library will continue to operate solely through dedicated Library Fund revenue sources, maintaining a Net County Cost of zero.

Changes Included in the Base Budget:

The Library is adding a net of five positions to provide staffing for a new minimum level of service which includes a full time Children's Librarian for all branches as established by the Library Advisory Board, Literacy Program, Adult Services and materials processing. The Library Advisory Board has approved all positions. The base budget has a larger than normal fund balance available as a result of vacancies, deferred maintenance and unexpected revenue from ERAF and capital projects reimbursements for the Rancho Santa Margarita branch library.

Final Budget and History:

Sources and Uses	FY 1999-2000 Actual Exp/Rev[1]	FY 2000-2001 Final Budget	FY 2000-2001 Actual Exp/Rev[1]	FY 2001-2002 Final Budget	Change from FY 2000-2001 Actual	
					Amount	Percent
Total Positions	N/A	383	N/A	397	397	0
Total Revenues	26,428,986	24,681,268	26,415,908	27,866,001	1,450,093	5
Total Requirements	24,849,592	25,440,873	25,681,317	30,011,886	4,330,569	17
FBA	(1,604,810)	759,605	319,499	2,145,885	1,826,386	572

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2000-01 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: PUBLIC LIBRARY in the Appendix on page 489.

Highlights of Key Trends:

- Utilization of library services and resources by the public continues to increase. Circulation count of items borrowed from libraries set an all time record of over 6 million in the last fiscal year, with an anticipated increase of 2% in fiscal year 2000-01. Use of public access Internet terminals in libraries continues to increase. Most notably, access to library collections, databases and services from remote locations via the library website are increasing significantly as more functionality is added to the site. Between April 2000

and April 2001 remote access transactions increased from 2,000 per month to over 16,000. This rate of increase is expected to continue.

Budget Units Under Agency Control

No.	Agency Name	ADMINISTRATION & FACILITIES	INFORMATION SYSTEMS	BIBLIOGRAPHIC SERVICES	PURCHASING & FISCAL SVCS	HUMAN RESOURCES	PROGRAM SERVICES	REGIONAL SERVICES	COUNTY LIBRARIAN	TOTAL
119	PUBLIC LIBRARY - CAPITAL	3,453,881	0	0	0	0	0	0	0	3,453,881
120	PUBLIC LIBRARY	6,674,933	808,203	8,282,040	916,911	308,423	577,404	12,173,287	270,685	30,011,886
	Total	10,128,814	808,203	8,282,040	916,911	308,423	577,404	12,173,287	270,685	33,465,767